



Monday, September 26, 2011

Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street W.
Washington, DC 20054

Re: Sorenson Communication nTouch Mobile Account

Dear Mrs. Dortch,

myVRS Relay Central LLC recently received a email from Sorenson Communications in regarding the nTouch Mobile account was created on September 8, 2011. I was provided a new 10 digit phone number and a password for login access.

I realized that the password was given but I didn't like the password and I decided to contact Customer Service to make a request change of password, I was told to give a option to change the password over the phone, I was very uncomfortable with it.

I confirmed the customer service to have online profile system just like other VRS providers which allow customers to update, make changes and add/edit/delete contact list online without contacting customer service. This will give customers more in control and privacy concerns.

Sorenson Communications Customer Service advised me to send a comment email to vrscomments@sorenson.com and I told them this is unacceptable and there is no communication being provided and I felt this barrier is being towards the deaf community and Sorenson doesn't meet the deaf demand for more than 10 years.

Until then, Sorenson Communications shall provide new online profile account for any products, regardless which and allows customers to have more control and privacy with their accounts and products.

Very Truly yours,

A handwritten signature in black ink, appearing to read 'Joe Brzezowski', with a long horizontal flourish extending to the right.

Joseph Brzezowski
President/CEO , myVRS Relay Central LLC
PO Box 52743
Sarasota, Florida 34232
e: vrs@myvrs.org
w: www.myvrs.org
fb: www.facebook.com/myVRSRelayCentral
tw: www.twitter.com/myVRS
p: 1.941.893.4052
f: 1.866.422.0663